

PNC Dispute Process

PNC has a formal dispute process to follow that will begin an investigation of the charge(s) in question. Notifying PNC in writing by completing a dispute form is a necessary step in the process. There is a dispute form on the back of the statement or memo statement that includes an address and fax number. Attached is a copy of the dispute form that may be used.

NOTE: Flagging the account through the WORKS application is for internal purposes and does not notify PNC of the dispute.

DISPUTE PROCESS

- Cardholder to first contact supplier to resolve issue. The supplier is cooperative in the majority of the cases and will credit the account. There are also instances when the cardholder does not recognize the description on the statement until they contact the company/phone number on the statement, or look through their receipts to see how the supplier is identified.
- Contact PNC Bank if the supplier is uncooperative at 1-800-685-4039.
- Complete the Dispute Form on the back of the statement and mail/fax to PNC.
- Flag the transaction in the WORKS application.

Cardholder must complete and send the Dispute Form to PNC within 60 days of the statement date.

PNC will resolve the issue within 90 days of notification.